

Incident Detail Report

Data Source: Data Warehouse
 Incident Status: Closed
 Incident number: 15057338
 Case Numbers: AFD -2015-0044246
 Incident Date: 6/10/2015 17:55:21
 Last Updated: 4/10/2017 14:34:29

Incident Information

Incident Type:	C - Medical Priority 5	Alarm Level:	
Priority:	4F	Problem:	LAC1 - Lift Assist Code 1
Determinant:		Agency:	FIRE
Base Response#:	2015-161-0096527	Jurisdiction:	AFD
Confirmation#:		Division:	AFD_B05
Taken By:	RANGEL, PHILLIP	Battalion:	AFD_BAT05
Response Area:	00-4205	Response Plan:	00*ABIA-C - Medical Priority 5
Disposition:	SrvOth - Services Other	Command Ch:	
Cancel Reason:		Primary TAC:	AT FCOM S
Incident Status:	Closed	Secondary TAC:	AT MCOM-S
Certification:	ENG	Delay Reason (If any):	
Longitude:	97664896	Latitude:	30202205

Incident Location		County:	TRAVIS
Location Name:	GATE 5 ABIA	Location Type:	Airport Boarding Gate
Address:	545 Abia Way	Cross Street:	APRON WAY/PRESIDENTIAL BLVD
Apartment:		Map Reference:	647S
Building:			
City, State, Zip:	AUSTIN TX 78719		

Call Receipt

Caller Name:		Call Back Phone:	
Method Received:		Caller Location:	
Caller Type:			

Time Stamps

Description	Date	Time	User	Elapsed Times	Description	Time
Phone Pickup	6/10/2015	17:55:20				
1st Key Stroke	6/10/2015	17:55:21			Received to In Queue	00:00:28
In Waiting Queue	6/10/2015	17:55:50			Call Taking	00:01:37
Call Taking Complete	6/10/2015	17:56:58	RANGEL, PHILLIP		In Queue to 1st Assign	00:00:25
1st Unit Assigned	6/10/2015	17:56:18			Call Received to 1st Assign	00:00:55
1st Unit Enroute					Assigned to 1st Enroute	
1st Unit Arrived	6/10/2015	17:56:35			Enroute to 1st Arrived	
Closed	6/10/2015	18:28:02	VisiNetMobileInterface		Incident Duration	00:32:42

Resources Assigned

Unit	Flag	Assigned	Disposition	Enroute	Staged	Arrived	At Patient Avail	Complete	Odm. Enroute	Odm. Arrived	Cancel Reason
AFR02	Y	17:56:16	SrvOth - Services Other			17:56:47		18:28:02			
AFR05	N	17:56:16	SrvOth - Services Other			17:56:35		18:17:27			

Personnel Assigned

Unit	Name
AFR02	RUIZ, LORENZO E (FD000682) - AFD - Active
AFR05	CRAIG, STEVEN W (FD001295) - AFD - Active; HINOJOSA, STEVEN M (FD000868) - AFD - Active; TRECKMAN, TIMOTHY J (FD000767) - AFD - Active

Pre-Scheduled Information

No Pre-Scheduled Information

Transports

No Transports Information

Transport Legs

No Transports Information

Comments

Date	Time	User	Type	Conf.	Comments
6/10/2015	17:56:16	TSSInTRMS: ZollFireRMS_Ne	Response		External Case Number 'AFD -2015-0044246' added for AFD.
6/10/2015	17:56:32	FD001430	Response		Updated SOP information is available
6/10/2015	17:56:32	FD001430	Response		[Notification] [FIRE]-Problem changed from HOLD to LAC1 - Lift Assist Code 1 by FIRE
6/10/2015	17:57:26	FD001430	Response		Lift assist at Gate 05 per AFR02

Address Changes

No Address Changes

Priority Changes

Date	Time	Changed from Priority	Reason	User
6/10/2015	17:56:32	6H	ADDL - Additional Information	PR

Alarm Level Changes

No Alarm Level Changes

Activity Log

EXHIBIT C

Date	Time	Radio	Activity	Location	Log Entry	User
6/10/2015	17:55:50		Incident in Waiting Queue		HOLD	FD001430
6/10/2015	17:55:50		SOP Displayed		[IN QUEUE] Inc# (15057338) 545 Abia Way : 6H	CN:AS
6/10/2015	17:55:50		CN:AlertSent (ID=1)		Alert ACK via [Auto-ACK (Sound Only)] by	CN:AL
6/10/2015	17:55:50		CN:AlertACK (ID=1)		[NOFFSINGER, DOYLE G] (PerID=6252)	
6/10/2015	17:55:50		CN:AlertACK (ID=1)		Alert ACK via [Auto-ACK (Sound Only)] by	CN:AL
6/10/2015	17:55:50		CN:AlertACK (ID=1)		[STEPHENSON, LAURA L] (PerID=6314)	
6/10/2015	17:55:50		CN:AlertACK (ID=1)		Alert ACK via [Auto-ACK (Sound Only)] by	CN:AL
6/10/2015	17:55:50		CN:AlertACK (ID=1)		[PETTIT, MICHAEL J] (PerID=6503)	
6/10/2015	17:55:50		CN:AlertACK (ID=1)		Alert ACK via [Auto-ACK (Sound Only)] by	CN:AL
6/10/2015	17:55:51		Incident in Waiting Queue Timer		[CRUM, ROBERT E] (PerID=6939)	
6/10/2015	17:56:16	AFR02	Clear	545 Abia Way [GATE 5 ABIA]	Response Number (2015-161-0096527)	FD001430
6/10/2015	17:56:16	AFR05	DISP	545 Abia Way [GATE 5 ABIA]	Response Number (2015-161-0096528)	FD001430
6/10/2015	17:56:16		Read Incident		Incident 864 was Marked as Read.	FD001430
6/10/2015	17:56:26		MultiAgencyResponse		A Change in the Problem from HOLD to LAC1 -	FD001430
					Lift Assist Code 1 has resulted in the	
					recommendation of the following additional	
					agencies AUSTIN-TRAVIS COUNTY EMS	
6/10/2015	17:56:32		MultiAgencyResponse		The following additional Agencies have been sent	FD001430
					because of a Problem/Nature change:AUSTIN-	
					TRAVIS COUNTY EMS	
6/10/2015	17:56:32		SOP Updated		Updated SOP Information is available	FD001430
6/10/2015	17:56:32		CN:AlertSent (ID=2)		[PROBLEM CHANGE] Units (AFR02,AFR05) 545	CN:AS
6/10/2015	17:56:32		SOP Displayed		Abia Way : To (LAC1 - Lift Assist Code 1)	
6/10/2015	17:56:32	AFR02	Change Unit Priority		LAC1	FD001430
6/10/2015	17:56:32	AFR05	Change Unit Priority		Change Unit Priority from 6H to 4F	FD001430
6/10/2015	17:56:35	AFR05	ONSC	545 Abia Way	Change Unit Priority from 6H to 4F	FD001430
6/10/2015	17:56:47	AFR02	ONSC	545 Abia Way		VisiNet
6/10/2015	17:56:58		UserAction			FD001430
6/10/2015	17:57:09		CN:AlertACK (ID=2)		User clicked Exit/Save	FD001430
6/10/2015	17:57:28		UserAction		Alert ACK via [Checkbox Click] by [RANGEL,	CN:AL
6/10/2015	17:58:20		CN:AlertACK (ID=2)		PHILLIP] (PerID=6665)	
6/10/2015	17:58:59		CN:AlertACK (ID=2)		User clicked Exit/Save	FD001430
6/10/2015	18:17:27	AFR05	AVCL	545 Abia Way [GATE 5 ABIA]	Alert ACK via [Checkbox Click] by [PETTIT,	CN:AL
6/10/2015	18:28:02	AFR02	AVCL	545 Abia Way [GATE 5 ABIA]	MICHAEL JJ (PerID=6503)	
6/10/2015	18:28:02		Response Closed	GATE 5 ABIA	Alert ACK via [Checkbox Click] by	CN:AL
6/10/2015	18:41:02		CN:AlertACK (ID=2)		[STEPHENSON, LAURA L] (PerID=6314)	
6/10/2015	20:32:07		CN:AlertACK (ID=2)		Alert ACK via [Checkbox Click] by [CRUM,	CN:AL
					ROBERT E] (PerID=6939)	
					Alert ACK via [Checkbox Click] by	CN:AL
					[NOFFSINGER, DOYLE G] (PerID=6252)	

Edit Log	Date	Time	Field	Changed From	Changed To	Reason	Table	Workstation	User
	6/10/2015	17:55:24	Address	(Blank)	AFD	New Entry	Response_Master_Incident	AFD04	FD001430
	6/10/2015	17:55:43	Jurisdiction		AFD	(Response Viewer)	Response_Master_Incident	AFD04	FD001430
	6/10/2015	17:55:43	Division		AFD_B05	(Response Viewer)	Response_Master_Incident	AFD04	FD001430
	6/10/2015	17:55:43	Battalion		AFD_BAT05	(Response Viewer)	Response_Master_Incident	AFD04	FD001430
	6/10/2015	17:55:43	Response_Area		00-4205	(Response Viewer)	Response_Master_Incident	AFD04	FD001430
	6/10/2015	17:55:43	ResponsePlanType 0		0	(Response Viewer)	Response_Master_Incident	AFD04	FD001430
	6/10/2015	17:55:43	Primary_TAC_Channel		AT FCOM S	(Response Viewer)	Response_Master_Incident	AFD04	FD001430
	6/10/2015	17:55:43	Alternate_TAC_Channel		AT MCOM-S	(Response Viewer)	Response_Master_Incident	AFD04	FD001430
	6/10/2015	17:55:43	Address	abia	545 ABIA WAY	Premise Verified	Response_Master_Incident	AFD04	FD001430
	6/10/2015	17:55:43	City		AUSTIN	Updated City	Response_Master_Incident	AFD04	FD001430
	6/10/2015	17:55:43	Latitude	0	30202205	Premise Verified	Response_Master_Incident	AFD04	FD001430
	6/10/2015	17:55:43	Longitude	0	97664896	Premise Verified	Response_Master_Incident	AFD04	FD001430
	6/10/2015	17:55:49	Problem		HOLD	(Response Viewer)	Response_Master_Incident	AFD04	FD001430
	6/10/2015	17:55:50	Pickup_Map_Info		647S		Response_Transports	AFD04	FD001430
	6/10/2015	17:55:50	Map_Info		647S		Response_Master_Incident	AFD04	FD001430
	6/10/2015	17:55:50	Caller_Building		2	Polygon Lookup	Response_Master_Incident	AFD04	FD001430
	6/10/2015	17:56:16	Read Call	False	True	(Response Viewer)	Response_Master_Incident	AFD04	FD001430
	6/10/2015	17:56:32	Current_UnitRespPrAFR02: 6H		4F	ADDL -	Response_Vehicles_Assign	AFD04	FD001430
			lorityDesc			Additional	ed		
	6/10/2015	17:56:32	Current_UnitRespPrAFR05: 6H		4F	ADDL -	Response_Vehicles_Assign	AFD04	FD001430
			lorityDesc			Additional	ed		
	6/10/2015	17:56:32	Problem	HOLD	LAC1 - Lift Assist	(Response Viewer)	Response_Master_Incident	AFD04	FD001430
					Code 1				
	6/10/2015	17:56:32	Response_Plan	00*ABIA-X - No	00*ABIA-C - Medical	(Response Viewer)	Response_Master_Incident	AFD04	FD001430
				Response	Priority 5				
	6/10/2015	17:56:32	Priority_Description	6H	4F	ADDL -	Response_Master_Incident	AFD04	FD001430
						Additional			
	6/10/2015	17:56:32	Priority_Number	13	10	ADDL -	Response_Master_Incident	AFD04	FD001430

VisiNet Browser : 5.619.42.1 : 5.619.42.1 : 5.734.38.0 - Reports - Incident Report

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6/10/2015	17:56:32	Incident_Type	X - No Response	C - Medical Priority 5	Additional Information (Response Viewer)	Response_Master_Incident AFD04	FD001430
6/10/2015	17:56:32	Certification_Level	HOLD	ENG	(Response Viewer)	Response_Master_Incident AFD04	FD001430

Custom Time Stamps
No Custom Time Stamps

Custom Data Fields
No Custom Data Fields

Attachments
No Attachment



Incident Detail Report

No PCR

Data Source: RMS

Incident #: 15057338

Data Source: RMS

Incident Date: 06/10/2015 17:55:20

<http://172.20.68.129/freepub/>

INCIDENT INFORMATION

IncidentType	C - Medical Priority 5	Alarm Level	
Priority	4F	Problem	LAC1 - Lift Assist Code 1
Base Response #	2015-161-0096527	Agency	FIRE
Taken By	RANGEL, PHILLIP	jurisdiction	AFD
Response Area	00-4205	Division	AFD_B05
Disposition	SrvOth - Services Other	Battalion	AFD_BAT05
Cancel Reason		Response Plan	00*ABIA-C - Medical Priority 5
		Command Ch	
Certification	ENG	Primary TAC	AT FCOM S
		Secondary TAC	AT MCOM-S

INCIDENT LOCATION

Location name	GATE 5 ABIA	County	Travis
Address	545 Abia Way	Location Type	Airport Boarding Gate
Apartment		Cross Street	APRON WAY/PRESIDENTIAL BLVD
Building			
City, State, Zip	AUSTIN, TX 78719	Map Reference	647S
		Fire Box	

CALL RECEIPT

Method Rcvd.	Call Back Phone
Caller Type	Caller Location

TIME STAMPS

ELAPSED TIMES

Description	Date	Time	Description	Time
Phone Pickup	06/10/2015	17:55:20	Received to In Queue	00:00:00
1st Key Stroke	06/10/2015	17:55:21	Call Taking	00:01:38
In Waiting Queue	06/10/2015	17:55:50	In Queue to 1st Assign	00:00:00
Call Taking Complete	06/10/2015	17:56:58	Call Received to 1st Assign	00:00:00
First Unit Assigned	06/10/2015	17:56:16	Assigned to 1st Enroute	00:00:00
First Unit Enroute			Enroute to 1st Arrived	00:00:00
First Unit Arrived	06/10/2015	17:56:35	Incident Duration	00:32:42
Closed	06/10/2015	18:28:02		

RESOURCES ASSIGNED

Unit	Assigned	Enroute	Staged	Arrived	At Patient	Delay Avail	Complete	Cancel Reason
AFR 05	17:56:16			17:56:35			18:17:27	
AFR 02/Ramp	17:56:16			17:56:47			18:28:02	

ADDRESS DESCRIPTION

Incident Type	Dates / Times	Special Studies
500 Service Call, other	Incident Begin Time 06/10/2015 17:55:20	
<u>N None</u>	Controlled	
AidType	Incident End Time 06/10/2015 18:28:02	

Actions Taken	Resources	Suppression	EMS	Other
(1) 71 Assist physically disabled	Apparatus	2	0	0
(2)	Personnel	4	0	0
(3)	(Includes Aid Totals)			



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<u>Casualties</u>			<u>Estimated Dollar Losses/Values</u>	<u>Hazmat Released</u>
	Deaths	Injuries	Losses	
FireService	0	0	Property	<u>Mixed Use Property</u>
Civilian	0	0	Contents	
<u>Detector Alerted Occupant</u>			<u>Pre-Incident Value</u>	
			Property	<u>Property Use</u>
			Contents	974 Aircraft loading area

RemarksOfficer In Charge

JENNINGS, JAY

Position or RankAssignmentReport Date

06/11/2015

Officer Reporting

[None selected], [None selected]

Reporting Officer RankAssignmentReport Date

06/11/2015

Incident Narrative

AFR2 and AFR5 responded to Gate 1 as requested by a phone call from Frontier Airlines for assistance helping a disabled passenger board the 737. The aircraft was parked on the Ron out from Gate 2 and with an air-stair attached. We used an aisle chair to take the patient up the stairs.

APPARATUS INFORMATION

<u>Unit</u>	<u>Dispatch</u>	<u>Responding</u>	<u>Onscene</u>	<u>Clear</u>
AFR 05				
Not Cancelled	06/10/2015 17:56:16		06/10/2015 17:56:35	06/10/2015 18:17:27

Apparatus Narrative

AFR 05 provided manpower for a lift assist onto Frontier Airlines aircraft located at the hardstand using an aisle chair provided by AirOps.

<u>ATTENDEES</u>	<u>Last Name</u>	<u>First Name</u>	<u>(TXFR)</u>	<u>Rank / Title</u>	<u>Unit</u>
		TIM			AFR 05
		STEVEN			AFR 05
		STEVEN			AFR 05

APPARATUS INFORMATION

<u>Unit</u>	<u>Dispatch</u>	<u>Responding</u>	<u>Onscene</u>	<u>Clear</u>
AFR 02/Ramp				
Not Cancelled	06/10/2015 17:56:16		06/10/2015 17:56:47	06/10/2015 18:28:02

Apparatus Narrative

See NFIRS.

Citizen Assistance Form
CAF #8592 – Email Response
July 20, 2015

Citizen: Maxine White
Maxwhite50@yahoo.com

Dear Ms. White,

Thank you for contacting us to communicate your concerns with regards to your recent flight into Austin-Bergstrom International Airport (ABIA). We strive to provide all customers with excellent service and value feedback to assist us in further improving our operations.

With regards to your specific incident with flying with Frontier Airlines, we have followed up with the airline to ensure they are aware of their requirements to provide sufficient equipment to support their operations.

In addition to meeting with the airline, the Aviation Department has purchased an air stair with a wheelchair lift. The air stair is designed to accommodate various aircraft classes that operate at the airport. The lift will be used in anomalies and emergencies to ensure the safe loading and disembarkation of passengers from planes.

The Aviation Department is committed to providing excellent customer service to all users at ABIA. Our staff is dedicated to working to ensure that everyone that comes through the airport is treated with respect and dignity.

Sincerely,

Stephanie Tucker
Airport Property Manager

cc: Steve Adler, Mayor, City of Austin
Marc A. Ott, City Manager
Jim Smith, Executive Director, Department of Aviation
Patti Edwards, Chief Operations Officer, Department of Aviation
Susana Carbajal, Assistant Director, Department of Aviation
Robert Mercado, Project Manager, Department of Aviation
Judy Wallace, Assistant Director, Human Resources Department